(19) Europäisches Patentamt
Eur pean Patent Office
Office européen des brevets

(11) EP 0 762 281 A3

# (12) EUROPEAN PATENT APPLICATION

(88) Date of publication A3:
**31.03.1999 Bulletin 1999/13**

(43) Date of publication A2:
**12.03.1997 Bulletin 1997/11**

(21) Application number: **96305897.9**

(22) Date of filing: **12.08.1996**

(51) Int. Cl.[6]: **G06F 11/00**, G06F 11/22, H04L 12/26, H04L 12/24

(84) Designated Contracting States:
**DE FR GB**

(30) Priority: **06.09.1995 US 524280**

(71) Applicant:
**International Business Machines Corporation**
**Armonk, N.Y. 10504 (US)**

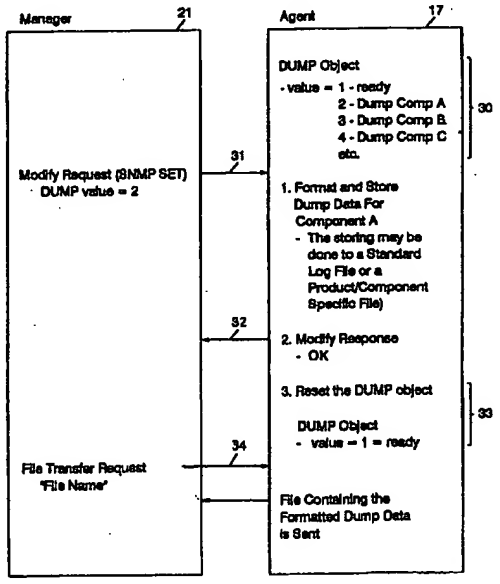
(72) Inventor: **Temoshenko, Leo**
**Raleigh, NC 27612 (US)**

(74) Representative:
**Ling, Christopher John**
**IBM United Kingdom Limited,**
**Intellectual Property Department,**
**Hursley Park**
**Winchester, Hampshire SO21 2JN (GB)**

## (54) Network management with acquisition of formatted dump data from remote process

(57) A method of selectively obtaining formatted dump data from a remote software product (18) employs an open Manager-Agent concept, where the Agent (17) is represented by the remote software product (18) and the Manager is represented by the local customer/vendor management station (21). A dump object is defined; this object exists at the Agent (17) and is exposed to Manager (21) for modification, e.g., specification of a value. Modification of the dump object by the Manager (21) will cause the Agent (17) to selectively create/store a formatted storage dump for one or more of software products components (18). The Manager (21) retrieves the formatted dump data from the Agent (17) using a standard/open file transfer mechanism; since the dump data is formatted at the Agent (17) (rather than by the receiver, i.e., manager (21)) the problem of transmitting large amounts of data across a network is minimized or eliminated. This method is product and product-level independent; since the Manager (21) and Agent (17) interactions do not involve product-specific logic, it can be used to selectively obtain formatted dump data from any software product, and, since the formatting is done by the Agent (17), there is no problem in matching the level of the format routine to the product level. The Manager-Agent interactions are network management protocol independent, and may use a standard such as SNMP.

FIG. 2



European Patent Office

# EUROPEAN SEARCH REPORT

Application Number
EP 96 30 5897

## DOCUMENTS CONSIDERED TO BE RELEVANT

| Category | Citation of document with indication, where appropriate, of relevant passages | Relevant to claim | CLASSIFICATION OF THE APPLICATION (Int.Cl.6) |
|---|---|---|---|
| A | "TAILORABLE EMBEDDED EVENT TRACE" IBM TECHNICAL DISCLOSURE BULLETIN, vol. 34, no. 7B, 1 December 1991, pages 259-261, XP000282573 * the whole document * | 1-10 | G06F11/00 G06F11/22 H04L12/26 H04L12/24 |
| A | EP 0 330 835 A (IBM) 6 September 1989 * abstract; figure 29 * * page 43, line 41 - page 46, last line * | 1-10 | |
| A | PATENT ABSTRACTS OF JAPAN vol. 015, no. 091 (P-1175), 5 March 1991 & JP 02 306346 A (NEC CORP), 19 December 1990 * abstract * | 1-10 | |

TECHNICAL FIELDS SEARCHED (Int.Cl.6)

G06F
H04L

The present search report has been drawn up for all claims

| Place of search | Date of completion of the search | Examiner |
|---|---|---|
| THE HAGUE | 2 February 1999 | Cichra, M |

CATEGORY OF CITED DOCUMENTS

X : particularly relevant if taken alone
Y : particularly relevant if combined with another document of the same category
A : technological background
O : non-written disclosure
P : intermediate document

T : theory or principle underlying the invention
E : earlier patent document, but published on, or after the filing date
D : document cited in the application
L : document cited for other reasons

& : member of the same patent family, corresponding document

EPO FORM 1503 03.82 (P04C01)

## ANNEX TO THE EUROPEAN SEARCH REPORT ON EUROPEAN PATENT APPLICATION NO. EP 96 30 5897

This annex lists the patent family members relating to the patent documents cited in the above-mentioned European search report. The members are as contained in the European Patent Office EDP file on
The European Patent Office is in no way liable for these particulars which are merely given for the purpose of information.

02-02-1999

| Patent document cited in search report | Publication date | Patent family member(s) | Publication date |
|---|---|---|---|
| EP 0330835 A | 06-09-1989 | US 4893307 A | 09-01-1990 |
| | | DE 68919872 D | 26-01-1995 |
| | | DE 68919872 T | 13-07-1995 |
| | | JP 1938693 C | 09-06-1995 |
| | | JP 2009247 A | 12-01-1990 |
| | | JP 6066813 B | 24-08-1994 |

EPO FORM P0459

For more details about this annex : see Official Journal of the European Patent Office, No. 12/82